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Commissioner for Patents
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Alexandria, VA 22313-1450

On Aug. 9, 2005

TOWNSEND and TOWNSEND and CREW LLP

By: [Signature]

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Richard Cerami, et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST
MANAGEMENT AND
MEASUREMENT

Customer No.: 20350

Confirmation No. 5362

Examiner: Ashokkumar B. Patel

Technology Center/Art Unit: 2154

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action mailed July 25, 2005, please enter the following amendments and remarks:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 6 of this paper.